



2024 STUDENT HANDBOOK



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**Congratulations for being selected to study at
Global Higher Education (GHE) and Welcome!**



The GHE Student Handbook is intended to serve as a roadmap and reference point to guide you through your studies at GHE. It contains general information about your course, the academic and personal support framework at GHE, your rights and obligations as a student, including all the policies that govern activities at GHE, and provides links to more detailed information when you need it in specific areas. If you are unable to find the information you need in this Handbook, then you will most likely find it in the relevant policy, these are available at www.globalhe.edu.au/policy or you may ask a member of staff.

If there are any terms used in this Handbook or in other information provided to you during your studies that are not clear to you please consult the [Glossary of Terms](#).

The most up-to-date version of this Handbook will be maintained on the GHE website at <https://www.globalhe.edu.au/policy>. It is your responsibility as a student to stay up to date with any changes that may affect your studies. You can do this by checking your student email account regularly and the GHE website for any significant changes to timetables, policies and procedures, or services and programs offered at GHE.

The academic, administrative and management staff join me in welcoming you to GHE and extending our best wishes for your academic and personal success.

Prof Andrew McAuley

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About GHE

Global Higher Education is the trading name of IIBIT AHE Pty Ltd. which is a 100% owned subsidiary of InfoTech Professionals Pty Ltd (ITP) trading as IIBIT (International Institute of Business and Information Technology) in Sydney and Adelaide.

GHE was registered as an Institute of Higher Education (PRV14041) in June 2023 for a period of 5 years, with one accredited course. GHE is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), which means it is authorised to enrol and deliver education services to students in Australia on a student visa (CRICOS Provider Number: XXXPendingXXX).

With a focus on areas of emerging importance, GHE strives to become a globally recognised higher education provider offering contemporary, evidence-based courses and will seek accreditation of additional courses over time. Our courses are founded on a collegial approach to education, involving students, staff and professional bodies working together to transform individual lives in pursuit of personal and professional development.

We offer excellent teaching and learning facilities, highly qualified faculty members who bring to the classroom a wealth of knowledge, dedication and enthusiasm, small class sizes, efficient student well-being and support services and comprehensive career development opportunities.

Our commitment to excellence in education ensures that you will be provided with the best possible opportunity for acquiring a well-rounded and practical learning experience, enabling you to reach your full potential in your chosen profession.

Your campus

Global Higher Education is based in the heart of Adelaide in Rundle Mall. Being a very walkable city, the campus is close to the key areas of the city and has good access to shops, cafes and entertainment. In addition, it is well served by transport links. Thanks to having subsidised student transport and the fact most places are only 20 minutes away, the city's attractions are very close, including the beaches, hills and the Adelaide Cricket ground!

GHE provides an excellent learning environment, and all staff are well qualified and offer high quality teaching and a supportive learning environment. Lecture rooms, computer labs and smaller breakout rooms are all finished to a high specification and there is a library dedicated for use by higher education students. A social space is provided for students to relax and meet other students. We provide friendly, efficient services in a professional manner to help domestic and overseas students achieve their academic goals and make them feel a part of this beautiful city and culture.

A specially designated Quiet Room is also available for students, which also serves as a multi-faith prayer room.

Your city

Adelaide, is the capital of South Australia and hosts over 15,000 international students and is known locally as the '20-minute city', as it takes 20 minutes from the city to get to the beaches or the hills.

Adelaide is cosmopolitan city with a burgeoning food, sport and art scene – but importantly, it is also safe, respectful and very inclusive with 100 different ethnic communities living in harmony. While global pressures on the cost of living have increased living costs, [Study Adelaide](#) still says that the city is up to 12% more affordable to live in than other Australian cities. This means students will have more money to spend on food, accommodation, supplies, travel and entertainment. The average weekly budget required is between AU\$350-700. Affordability, accessibility, safety and a friendly community spirit – arguably makes Adelaide a great learning environment.

Travelling interstate and overseas is easy with a number of direct flights from Adelaide to international airports and air, bus and rail links to Australian state capital cities. Locally, students receive a discount on public transport fares with an easy-to-use Metrocard. The Adelaide FREE bus service provides a convenient link in the city between the hospitals, universities, schools, community services and shopping precincts.

Adelaide enjoys a Mediterranean-type climate with warm, dry summers and refreshingly mild winters. In summer lightweight clothing is sufficient. Warm clothing like woollen sweaters and jackets is needed for winter.

Adelaide is known as the 'Festival City' hosting nearly 400 annual festivals and events, for example, an annual Fringe Festival which has something to offer everyone <https://adelaidefringe.com.au/>. The city is well known for its sporting events, such as the Test Cricket at the Adelaide Oval, the Classic Adelaide Car Rally and the SA Open Golf Championships to name but a few. Adelaide is the wine capital of Australia with six out of the top 10 Australian wines made within a few hour's drive of the city. South Australia has 5000 km of coast, rolling hills, sheep stations, vineyards, goldmines, lakes, ancient mountain ranges and outback deserts. The world famous 'Kangaroo Island' is only a boat trip away from the mainland.

A web search will provide you with a great introduction to the city and the region with many suggestions for things to do. The following are just some suggestions to help you begin to learn about your new city home.

Guide to Adelaide: <https://www.australia.com/en/places/adelaide-and-surrounds/guide-to-adelaide.html>

Lonely Planet guide to Adelaide: <https://www.lonelyplanet.com/australia/south-australia/adelaide>

Adelaide by Trip.com: <https://www.trip.com/travel-guide/adelaide-626/>

More information on Adelaide as a study location can be found on the Study Adelaide website at www.studyadelaide.com

Your teachers and classes

Providing students with access to high quality teaching staff is at the core of GHEs education.

Academic staff are not only expert in their field but have a strong commitment to teaching at both the undergraduate and postgraduate levels. They encourage an inclusive and stimulating learning environment that incorporates face-to-face delivery with access to integrated learning technologies to provide students with opportunities to engage with learning materials outside class.

GHE seeks to keep class sizes small enough to ensure that all students are able to engage easily with academic staff, but also large enough to encourage the sharing of ideas and build a strong academic community.

GHE academic staff are encouraged to:

- be focused on helping you reach your academic and professional goals;
- share not only their disciplinary knowledge, but also their experience and skills;
- provide you with clear and timely feedback on your work to help your learning;
- bring industry experts into the classroom to build your understanding of the workplace and industry in Australia; and, last but not least;
- be respectful, understanding and inclusive of the different experiences that a diverse internationalised student group brings to the classroom.

Your learning

Your learning is our number one priority. We are committed to international standards in teaching and assessment, the provision of high-quality learning resources, the delivery of personalised academic support and providing you with opportunities to engage with industry and workplace mentors and/or partners.

Our academic and support staff are professional and knowledgeable in their fields and follow a GHE standard of delivery and academic integrity. We support a student focussed approach to teaching where the skills and knowledge that each student brings from their home culture are embraced.

We also provide an inclusive and stimulating learning environment that incorporates face-to-face delivery, access to integrated learning technologies directed towards producing career-ready graduates.

Teaching methods focus on classroom based face-to-face training, which includes lectures and practical group exercises. Classes are small in size, often in a workshop format, and lecturers focus on your individual needs.

Students engage in independent, self-directed study, drawing upon resources in the Resource Hub located in each unit's LMS, prior to and during face-to-face class time. These resources support independent reading through links to articles, online blogs, and e-texts available from the Library. The Resource Hub is also a place for student-student discussions, team preparation, presentation practice, etc. Class learning across the six weeks for each unit may begin with an introduction from the lecturer, but students will be actively engaged in their learning through involvement in workshops, discussion sessions, and team and individual preparation for assessment tasks. The Resource Hub within the LMS is the key focus for learning materials and activities in the GHE Model and will be central to the work of the teaching teams.

What does this mean for you?

- Your program of study is based on curricula that is relevant, contemporary and informed by current research and thinking.
- Your teachers will be well qualified and experts in their field.
- Your unique academic and personal support requirements will be recognised and addressed.
- You will be supported in a community of enquiry based on mutual respect between students and academic and professional staff.

Your knowledge, skills and attributes

In addition to learning specific to your program of study, as a GHE student you will graduate with a knowledge and skill set that will equip you to work or study in any relevant work environment.

Attribute 1: Knowledge-based professionalism

Graduates will have an in-depth knowledge of their chosen field of study and the ability to apply that knowledge in practice at a professional level appropriate to the level of study related to a discipline or profession.

Examples:

- Applying technical and information skills appropriate to their discipline or professional area
- Using a wide range of academic skills (eg research, analysis, application, evaluation, synthesis)

- Developing a broad knowledge base and respecting the contribution of other disciplines or professional areas
- Identifying, evaluating and implementing personal learning strategies; having the capacity to evaluate their current knowledge
- Learning both independently and cooperatively
- Learning new skills and applying learning to new and unexpected situations
- Recognising opportunities

Attribute 2: Critical and creative thinking

Graduates need to be creative and critical thinkers over a range of problems.

Examples:

- Generating original ideas, concepts, and appreciating innovation and entrepreneurship
- Recognising opportunities for new learning and providing leadership to others
- Confronting new challenges, applying disciplinary knowledge to evaluate and develop solutions

Attribute 3: Problem-solving

Graduates will be effective problem-solvers, capable of leading and applying logical solutions.

Examples:

- Identifying critical issues in the discipline or professional area
- Conceptualising problems and formulating a range of solutions with sound judgement
- Working effectively with others as well as working independently (self-management)
- Integrating theory and practice with an emphasis on problem-solving and creative thinking
- Applying discipline knowledge and skills in the workplace

Attribute 4: Skilled communication

Graduates will be able to communicate effectively across a range of contexts and will have developed competencies in information literacy.

Examples:

- Demonstrating oral, written, numerical and graphic communication
- Using the medium and form of communication appropriate for a given situation
- Presenting well-reasoned arguments, using technology as appropriate
- Accessing, organising and presenting information, particularly through technology-based activity
- Listening to and evaluating the views of others

- Demonstrating a passion for their chosen area of expertise, transferring that passion to others.

Attribute 5: Socially responsible

Graduates will act ethically, with integrity and social responsibility.

Examples:

- Acknowledging the social and ethical implications of one's actions
- Appreciating the impact of environmental, social and cultural change
- Demonstrating responsibility to the broader professional community, and contributing to society in general
- Demonstrating an awareness of the local and global context of the discipline or professional area
- Functioning in a multicultural or global context

GHE courses

GHE is currently accredited to offer the Master of Business (Analytics), and intends to seek accreditation for additional courses over time. Detailed information about GHE courses, including course structure, units available and prerequisites is available on our website at www.globalhe.edu.au/coursesandunits

Master of Business (Analytics)

The course is designed for business professionals with a flair for analytics and who want to develop skills in data analysis and leadership for decision-making in strategic management. Students will be exposed to contemporary knowledge and tools in analytics that can be applied to complex problems in digital markets. The course introduces and develops skills and leading edge thinking in areas including: co-creation; data mining and analytics; project management and contemporary issues to achieve business outcomes. It is an Australian Qualifications Framework (AQF) Level 9 qualification.

The course comprises 14 core units and is structured as follows. Common Core units are taught across all GHE Masters courses. There are no electives.

At the commencement of each unit, you will be given a Unit Outline which will provide you with full details of that unit including assessment requirements and Unit Learning Outcomes. Summary information about each unit is available on our website at www.globalhe.edu.au/coursesandunits

Year 1			
Semester 1 – Teaching Period 1	Type	Code	Credit Points
Contemporary Issues in 21 st Century Business and Management	Common Core	MGT9800	15
Introduction to Analytics	Core	BUS9800	15
Semester 1 – Teaching Period 2			
Strategic Marketing Management	Core	BUS9801	15
Financial Analysis	Core	BUS9802	15
Semester 2 -Teaching Period 3			
Leadership and Management	Common Core	MGT9801	15
Statistical Data Analysis	Core	BUS9903	15

Semester 2 -Teaching Period 4			
Innovation Through Co-Creation	Core	BUS9804	15
Managing Communications in the Digital Age	Core	BUS9805	15
Year 2			
Semester 1 – Teaching Period 1	Type	Code	Credit Points
Project Management	Common Core	MGT9900	15
Practical Data Mining	Core	BUS9900	15
Semester 1 – Teaching Period 2			
Research Methods	Common Core	MGT9901	15
Data Analytics for Decision Makers	Core	BUS9901	15
Semester 2 -Teaching Period 3 and 4			
Professional Engagement	Common Core	MGT9902	30
Consultancy Management Project	Common Core	MGT9903	30

Course accreditation

The Master of Business (Analytics) is accredited by the Tertiary Education Quality and Standards Agency (TEQSA) and is registered with CRICOS to be offered to international students (CRICOS Course Code XXXPendingXXX).

Professional outcomes

The Master of Business (Analytics) has been designed to prepare our students for global careers in business requiring specialist data analysis skills and knowledge for decision-making in a strategic management capacity.

Registration with appropriate professional bodies is being pursued.

Points of difference

In addition to a curriculum which is designed around the requirements of contemporary professionals in the field of business analytics, all students enrolled at GHE will experience a unique version of block learning and teaching.

The intention of the block class time is to allow sufficient opportunity for the teaching teams to work with the students in a variety of ways and to provide time for the students to work together. A variety of assessment tasks will be used, supported by in-class discussions, workshops, seminars, and presentations.

The block model upon which the GHE Model is built offers advantages to students entering either of the two courses. We do know from what has been published that time-shortened units of study can contribute significantly to improve levels of attainment and long-term knowledge retention. We also know that the block model has the potential to increase student-staff interaction. This interaction can facilitate in-depth discussion and a more continuous learning experience that promotes a deep and active style of learning.

We also know from the literature that effects of the block model of teaching on lecturing staff are focused on increased workloads and time management. Teachers need to be able to monitor learning outcomes closely in a shorter, more condensed structure in the block model. Assessment tasks, rubrics and establishing a learning environment that engages students are other challenges presented by this model that GHE teaching staff will need to focus on.

Key resources and policies	Covers
Admissions Policy Admissions Procedure	Entrance requirements, including English language, methods of application, responsible officers
English Language Proficiency Policy English Language Proficiency Procedure	Pre entry English language assessment and support, post enrolment support
Credit and Recognition of Prior Learning Policy Credit and Recognition of Prior Learning Procedure	Credit for prior formal study and professional experience, limits to credit, credit when transferring between courses

Course duration and mode

The Masters courses at GHE are available on a full-time only basis for international students and both full-time and part-time for domestic students. In full-time mode our courses are of two years' duration.

The Academic Calendar has been designed with the learning and personal needs of students in mind. Study periods comprise two Semesters, each consisting of two Teaching Periods which run for 8 weeks including a study break. There are breaks of 2 weeks between each Teaching Period and a longer break at the end of the year. A block teaching model has been adopted and so you will study two units in each 8 week Teaching Period, which means 4 units per Semester. Each unit will have two teaching sessions per week each of three-hours. This will be scheduled each week for six weeks followed by a study break and one week for any exams or completion of assessments. Teaching is generally scheduled during the day or early evening for face-to-face classes on campus.

Where students may need to study off campus lectures and accompanying learning resources may also be accessed online on the Learning Management System at on the GHE website. However, students are strongly advised to attend all their classes unless they are prevented from doing so for a legitimate reason.

2024 Academic calendar

The academic year begins in February at GHE and consists of 2 Semesters per year, each with two Teaching Periods. The key dates for 2024 are as follows.

	Semester 1		Semester 2	
	TP1 12 Feb - 5 Apr	TP2 22 Apr -14 Jun	TP3 1 Jul – 23 Aug	TP4 21 Oct – 13 Dec
Orientation *	5-9 Feb	15-19 Apr	24-28 Jun	2-6 Sep
Teaching Commences	12 Feb	22 Apr	1 Jul	9 Sep
Last day to enrol	19 Feb	29 May	8 Jul	16 Sep
Census Date	26 Feb (M)	6 May (M)	15 Jul (M)	23 Sep (M)
Last Date to Withdraw Without Academic Penalty	11 Mar(M)	20 May (M)	29 Jul (M)	7 Oct (M)
Teaching Finishes	22 Mar	31 May	9 Aug	14 Oct
Study Break	25 - 29 Mar	3-7 Jun	12-16 Aug	21-25 Oct
Assessment / Exams	2 - 5 Apr	11-14 Jun	19-23 Aug	18 Oct – 1 Nov
Results Published	19 Apr	28 Jun	6 Sep	15Dec

* = Commencing student only; (M) = Midnight

Please note that there are some important dates listed below which students should be familiar with such as the **Census Date** and the **Last Date to Withdraw Without Academic Penalty** as these have financial or academic penalties associated with them. These are defined in the [Glossary of Terms](#) and are provided below for information.

A copy of the full calendar for 2024 to 2026 may downloaded at www.globalhe.edu.au/dates

Census Date: the day on which a student becomes liable for fees for a unit, corresponding to the date. The date is prescribed in accordance with the *Higher Education Support Act 2003* and must be at least 20 per cent of the way between the unit commencement and completion dates and will be published on the website for each Teaching Period.

Withdrawal without academic penalty date: the date by which a student must withdraw from a unit of study to not receive an academic penalty (Fail Grade). This date will be published on the website for each Teaching Period and will be midnight on Monday of Week 5.

Student workload

Most units are fifteen (15) credit points each, with sixty (60) credit points (or four units) constituting a full-time load in each Semester. For each fifteen (15) credit points of study it is expected that students will complete 6 timetable hours and an additional 8-12 hours of personal study per week. The only exceptions to the standard credit point structure are capstone units which are thirty (30) credit points each.

The standard Masters by Coursework has a volume of learning of 240 credit points.

Key resources and policies	Covers
Course Design Policy Course Design Procedure - Graduate Attributes	Considerations in the design of units and courses, graduate attributes, credit points and expected student workload

International Student Pre-arrival information

Studying in Australia

We recognise that many of you will be studying in Australia for the first time. GHE will support you through all of the services and programs outlined in this Handbook to adapt to the challenges of living and studying here.

The Australian Government also provides [a website](#) for international students that will provide you with information about studying in Australia, the cost of living, and such things as conditions that apply when you have accompanying family members. This website is available in different languages.

General living costs

A cost of living calculator is available at: <https://costofliving.studyaustralia.gov.au/> and will depend upon your, individual lifestyle and expectations. Things to consider include accommodation, food, public transport, clothing, entertainment and incidental expenses. If you have children, you will also need to pay full international school fees.

Medical Insurance

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your stay in Australia. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date whilst you are in Australia and holding a student visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

More detail and a list of providers can be found here:

https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Work Rights (International Students)

If you are an international student, you should be mindful that your right to work is determined by your visa conditions and there are restrictions on the number of hours you are able to work during the teaching periods. If you would like any further information regarding working while studying in Australia, visit the Department of Home Affairs site on [Working in Australia on a student visa](#).

Accommodation options

New students arriving in Adelaide will be given assistance by GHE in organising accommodation prior to their arrival.

Several options are available for students including rental accommodation, shared accommodation and homestay. Most international students prefer to share rental accommodation to reduce costs. GHE staff can assist students to find accommodation. For further information contact us at info@GlobalHE.edu.au. Study Adelaide <https://studyadelaide.com/> provides a useful comparative site for housing options in and around the Adelaide central area (the CBD).

Although accommodation is available, the beginning of each semester is a busy time. Students should request assistance to find accommodation at least six weeks prior to arrival. For further information contact us at info@GlobalHE.edu.au.

Home Stay (<http://www.homestayin.com/>) living involves placement with an Australian family who provides accommodation and meals are a good option for international students. GHE keeps a list of real estate agents and home stay providers to make necessary arrangements. Students are required to make a request for this service at least six weeks in advance (conditions and charges apply). For further information contact us at info@GlobalHE.edu.au.

Arrival

A member of staff will meet all new students arriving in Adelaide at the airport and transfer you to your pre-arranged accommodation. We will assist you with your immediate basic needs such as changing money, buying food and any other items, and longer-term requirements such as opening a bank account, city familiarisation and information on the local transport system.

Key resources and policies	Covers
Student Wellbeing, Orientation and Support Policy	Support programs and services available prior to and during your course
Student Wellbeing, Orientation and Support Procedure	

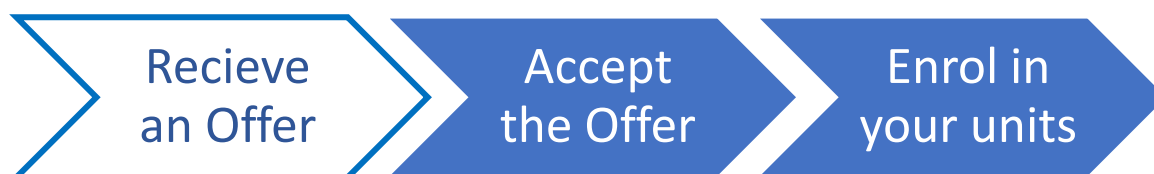
Getting started at GHE

Once you apply to GHE, our Student Services team will provide you with advice and support throughout the process of becoming an GHE student and once you have accepted your offer of a place you will be assigned your own student support officer who will remain your main point of contact with GHE throughout your study.

If you are an international student, your agent is also a great source of information and advice.

Becoming a GHE student

So you have a received an Offer from GHE, what should you do next? You need to formally accept the Offer and Enrol in your units.



If your application is successful, a conditional or unconditional Offer of Admission will be issued, together with an Offer Letter, which contains all the information you require to accept the offer. If you are an international student, you will also receive an electronic Confirmation of Enrolment (eCoE).

Applying for a Visa

If you are an international student, you must have applied for and have been accepted for full-time study in a registered program, or part of a program, by GHE before you can apply for a student visa. The electronic Confirmation of Enrolment (eCoE) form issued offering you place in your chosen program is proof of acceptance for visa purposes

Accepting your offer of a place at GHE

You must formally accept your offer into an GHE course. To do so you will need to sign the Acceptance Agreement and return it to Admissions with the required payment and any other documentation requested.

Deferring an Offer

After accepting an offer of a place at GHE you may elect to defer your commencement of the Course for a specified period. Deferral may not be available in courses where admission is based on additional requirements and selection criteria. Please contact Student Services for more information.

Academic Credit and Recognition of Prior Learning)

At this point you can apply for credit towards higher education courses delivered by GHE. Credit may be granted based on prior study undertaken as part of a complete or incomplete higher education award course or for informal learning.

If you wish to apply for credit you must complete a GHE Credit Application Form and provide the necessary documentation. This form is available from Student Services. Forms must be submitted for processing before the term commencement date.

Enrol in your units

You must formally enrol by submitting a completed enrolment form. Enrolment for GHE courses is conducted in the week prior to the commencement of classes in each Semester. Enrolment information with the time, date and venue of the enrolment will be sent to you prior to the enrolment start date.

During enrolment, you will be given course advice to ensure that you are enrolled in right course and units of study. As a new student, enrolment is also an opportunity to meet academic and administrative staff and managers at GHE and to have any queries or concerns resolved.

New student checklist

There are a number of things you need to attend to when you first arrive at GHE:

- a) contact the Office of the Registrar to make sure we have your updated address and contact details;
- b) log in to your student email;
- c) collect your student card from Student Services;
- d) register with the student association;
- e) make sure you have the details of the Orientation Program (outlined in your Welcome Pack) in your calendar.

Orientation and transition

From the time you accept your offer of a course at GHE we will start helping you to orient to your new life as a student with us and gaining the skills you will need to successfully complete your studies. Students will continue be supported through-out their student journey, through to transition to work and/or further study.

Early engagement

Our *Early Engagement Program* will include opportunities for you to connect with the GHE community through offshore information and live chat sessions run by our academic and student support staff, opportunities to connect with your peers through social media groups, and online academic and English language skill preparation.

Our *Getting Started Questionnaire* will be sent to you within a week of accepting your offer at GHE. This questionnaire will help you and GHE staff determine what academic and/or personal support you might need to help you feel confident when you commence your studies with us.

Support on arrival

When you arrive in Adelaide you have the option of arranging an appointment with our Student Support Officer to discuss the results of the Questionnaire and of developing a Personal Support Plan to ease your transition to postgraduate study in Australia.

Every student at GHE will be allocated a Personal Contact Team who will be the first point of contact for you for any concerns that you may have throughout your studies.

Orientation

The GHE Orientation Program is conducted before classes begin and is compulsory for all newly arriving students. The program provides an opportunity for you to meet key staff at GHE, your fellow students and find your way around all the resources on campus. Information will be provided about GHE student support services, facilities, healthcare, obtaining legal advice, what to do in an emergency, and contact details of GHE staff.

You will learn about your rights and responsibilities as a student at GHE, including information about complaints, appeals and the legal requirements regarding study and residence in Australia. There will be sessions about how to study successfully at GHE and, for international students, an introduction to Australian culture, society and life.

A separate Course Advice Session is provided to students to ensure students are enrolled in both the correct course and units of study to optimise academic progress. For new students, these sessions provide an opportunity to meet academic and administrative staff and managers at GHE and to have any queries or concerns resolved.

Key resources and policies	Covers
Student Wellbeing, Orientation and Support Policy Student Wellbeing, Orientation and Support Procedure	Support programs available prior to and during your course

Inherent Requirements and Reasonable Adjustments

To successfully complete a course at GHE all students must be able to meet the inherent requirements. It is therefore important that all students read the inherent requirements for each course or unit to make sure that they are able to meet them.

For example, some of the courses and units at GHE have inherent requirements which are core skills and activities that will be essential to your successful completion of that course or unit. They may include skills in critical thinking, interpersonal communication (both written and oral), cross-cultural awareness, teamwork and self-directed learning and they ensure that academic integrity of a course is maintained.

GHE is committed to making reasonable adjustments across the learning experience to enable all students to succeed. This may include making such adjustments for students with a disability or chronic health condition so that they may be able to participate effectively in learning activities. It is critical for all students to be aware of the inherent requirements and if you have a disability or chronic health condition it is important that you contact the Student Support Team to discuss your needs so we may help you to succeed.

Key resources and policies	Covers
Student Wellbeing, Orientation and Support Policy Student Wellbeing, Orientation and Support Procedure	Support programs prior to and during your course

Key resources and policies	Covers
Student Disability Policy Student Disability Procedure	The application and consultation process prior to enrolment, Study Access Plans and support during enrolment

IT access

Your letter welcoming you to GHE will include details of how to access all key IT systems at GHE including your student email account and the Learning Management System.

You will be prompted at regular intervals to change the password to all the non-public IT systems that you will be required to access.

It is important to remember that the use of all GHE resources, including IT and learning resources, is governed by the student conduct related policies. You must never reveal your password to anyone. Reasonable personal use of the internet is allowed as long as provisions in relation to proper use are followed.

Key resources and policies	Covers
Campus and Asset Management Procedure - Information Technology	Use of IT resources, passwords, security issues, proper use
Student Non-Academic Conduct and Misconduct Policy Student Non-Academic Conduct and Misconduct Procedure	Expected standards of behaviour and how allegations of general (non-academic) misconduct are managed at GHE
Student Sexual Assault and Harassment Policy Student Sexual Assault and Sexual Harassment Procedure	What is sexual assault and harassment, where to go for help and how allegations are managed

Library and learning resources

The Library and Learning Resources Centre (LLRC) is your GHE learning hub. All the physical resources in the GHE collection are located there as well as places for you to work both individually and collaboratively. An online library platform is also available to ensure that you have access to digital resources. LLRC staff are on hand to assist you to access and use any of the learning resources required for your course.

The learning resources for your course have been developed with reference to the latest developments in the disciplines of relevance to your course and to provide students with a wide range of perspectives to inform academic debate.

You are encouraged to give feedback on any aspect of GHE's learning resources in the regular student feedback surveys that you will be asked to contribute to during your studies.

Learning Management System

The GHE Learning Management System (LMS) is an online learning platform where you will find all the learning materials and activities associated with each unit in your course and through which you will submit all your assessment items, apart from major examinations.

The username and password for accessing the LMS is the same as the one you use to access your student email account. You can access the LMS on your mobile device but can only undertake any

assessment activities via your laptop or desktop computer. Instructions on accessing and using the LMS are on the GHE website at www.globalhe.edu.au/LMS

Key resources and policies	Covers
Learning Resources Collection and Review Policy Learning Resources Collection and Review Procedure	Quality assurance of and responsibility for learning resources at GHE
Campus and Asset Management Procedure - Information Technology	Use of IT resources, passwords, security issues, proper use

Student participation

GHE Boards and Committees

GHE believes it is important for students to be involved in GHE governance and activities to ensure that the student perspective is captured in key decisions made at course and institutional level. Participation in governance bodies is also a great way for students to develop professional skills and feel a part of the GHE community.

The Governance Training Program supports students who wish to volunteer as student representatives on GHE boards or committees and/or establish a student group on campus. It provides students with access and support for training that delivers a sound understanding of governance activities and issues, being an effective decision-making participant and how to use these new skills beyond GHE.

Students may serve on the following GHE committees and are nominated/elected/appointed for a specific term.

Committee	Purpose
Academic Board	The peak academic governing body of GHE
Teaching, Learning and Quality Committee (TLQC)	To assist the Academic Board in overseeing and safeguarding the quality, standard and integrity of courses and academic matters at GHE

The full Terms of Reference the other GHE governing bodies can be found in the [Governance Framework](#).

The following organisational chart shows the key governing bodies and staff of GHE. You can find out more about the role and operation of the key GHE governing bodies by referring to the [Governance Framework](#).

Figure 1: GHE Organisational Chart



Student Representative Committee (SRC)

The GHE Student Representative Committee comprises a group of student representatives from across the student body. The main objective of the SRC is to ensure that students have an input into the decision-making processes of GHE relating to curriculum, student feedback and support. A student from each year group is elected by their peers to represent the interests of the students in that group, and to provide information to the group on SRC discussions and activities.

SRC meeting dates are determined at the beginning of the semester following election of a Chairperson. The Vice-Chair supports the Chairperson and acts as Chairperson for the meetings in his/her absence. The Academic Director chairs the first meeting and the Course Coordinators and Student Support Officer are in attendance to provide support and facilitate the elections of the Chairperson and Vice-Chair.

Study at GHE: Assessment

Assessment of learning is achieved by a combination of a variety of assessment techniques including practical and written examinations, individual or group presentations, reports, essays and assignments. Some assessments will require students to give presentations, and others to work in groups.

In many units, you will be expected to discuss your opinions, ideas, and perspectives related to the coursework, readings and assignments. The goal of classroom participation is to link theoretical learning with broad academic critical thinking skills.

We understand that this can be difficult for those whose first language is not English, or for those who come from a learning culture where there may be different practices.

As these are important competencies required for managerial and leadership roles it is important that our students develop and enhance their knowledge, skills and confidence in these areas whilst they are at GHE. Our academic staff will support you in any difficulty you may experience with this.

Students are advised to attempt all assessment tasks to maximise their learning opportunities and maintain progress at the required level. Non-submission of assessment tasks will lead automatically to the imposition of a penalty, such as pro-rate reduction in the available marks, unless there are mitigating circumstances .

All details of assessment are provided in the Unit Outlines available on the Learning Management System www.globalhe.edu.au/LMS The *Assessment Policy* and its associated Procedure provide the framework for the design, delivery, marking, feedback on and moderation of assessment at GHE.

Special Consideration for Assessment and Examinations

For further information regarding special consideration please refer to the [Assessment Procedure](#), Sections 3 and 4.

Request for extensions of assessment tasks

Students wishing to request Special Consideration to extend the due date of an assessment task must submit a Request for Special Consideration form via the Learning Management System to Student Services as early as possible and prior to the original due date for that assessment task, along with any accompanying documents, such as medical certificates.

Requests to extend the due date of an assessment task on the grounds of:

- a) selection in State, national or international sporting, educational or cultural events, or religious observances or celebrations, must normally be submitted one month prior to the event taking place;
- b) health, compassionate and compelling circumstances, serious unforeseen personal events, rendering genuine and unforeseen emergency service in a professional or voluntary capacity, or rendering any service (including undertaking training) e.g. Defence Reserves, Jury Duty, must normally be submitted as soon as possible before the due date of the assessment.

Request for Special Consideration for an end-of-unit examination

Students wishing to request Special Consideration in relation to an end-of-unit examination that has not yet occurred must submit a Request for Special Consideration form to Student Services as early as possible and prior to start time of the examination, along with any accompanying documents, such as medical certificates.

Where a student has been granted Special Consideration in relation to an end-of-unit examination, the student may choose to:

- a) sit the end-of-unit examination and be considered under the grounds described above (including participation in events, health, compassionate and compelling circumstances);
- b) not sit the end-of-unit examination and be granted a special examination. Special Examinations are determined by the Academic Director and will normally occur in the next examination period.

Request for Special Consideration for a completed assessment task

Students wishing to request Special Consideration for a completed assessment task, including an end-of-unit examination must submit a Request for Special Consideration form via the Learning

Management System to Student Services no later than two working days after the due date of the assessment task or the scheduled date of the examination, along with any accompanying documents, such as medical certificates. The Academic Director may approve a later date for submission of an application if exceptional circumstances can be demonstrated by the student.

Key resources and policies	Covers
Assessment Policy Assessment Procedure	Design of assessment, student workloads, implementation of assessment, moderation, penalties for late submission, examinations, special consideration, requests for review, grading system

Academic integrity

The practice of good scholarship and academic integrity by all students and staff is critical at GHE. All students and staff are expected to observe the highest ethical standards in all aspects of academic work. This means that all scholars are expected to: cite the work of others appropriately; not procure the services of others for the completion of any assessment (contract cheating); collaborate in the completion of assessment activities only where this is included in instructions for an assessment task; not falsify any data; and not take unauthorised materials into an examination.

We recognise that students may need training in good scholarship when newly enrolled in our courses, particularly in the disciplinary conventions for acknowledging the work of others. Students will be provided with information, resources and training in this and other aspects of good scholarship during the orientation program and throughout their studies.

When academic misconduct is discovered, or an allegation is made, GHE has processes in place for the proper investigation of such incidents and allegations. Outcomes from such investigations could be no misconduct found, a finding of poor academic practice, or a finding of Category One or Category Two Academic Misconduct.

The processes used to investigate allegations, and the determination of outcomes and consequences are outlined in the *Student Academic Integrity and Academic Misconduct Policy* and its associated procedures.

Key resources and policies	Covers
Student Academic Integrity and Academic Misconduct Policy Student Academic Integrity and Academic Misconduct Procedure	Definitions of academic integrity and misconduct, process for investigation and determination, penalties for confirmed breaches
Student Complaints, Grievances and Appeals Policy Student Complaints and Grievances Procedure Student Appeals Procedure	Procedures for making a complaint about the way in which a policy has been implemented or for appealing a decision which a student regards as unsatisfactory

Your rights and obligations as a student

Respect, conduct and misconduct

GHE as an institution has a responsibility and commitment to providing a supportive environment in which all individuals may flourish and achieve their goals no matter what background they come from or whether they are a student, staff member or visitor.

As a student at GHE you are expected to treat all members of the community with respect and to abide by GHE policies. The policies referred to below will help you understand what standards of behaviour are expected at GHE, how allegations of misconduct are managed and what the consequences of confirmed breaches may be, and who to approach if you have any issues related to the conduct of any other person.

Student Code of Conduct

All GHE students are expected to:

- a) allow others to pursue their studies, research, duties, community engagement and other lawful activities, in an environment of intellectual freedom, critical and open inquiry and social responsibility;
- b) acting in a manner where tolerance, honesty, inclusivity and respect are the basis of all interactions;
- c) upholding high academic standards, intellectual rigour and ethical behaviour;
- d) acting in a reasonable and sustainable manner at all times.

GHE values the diversity of its community in terms of age, gender, language, religious, spiritual, cultural, sexual orientation, socioeconomic and intersex status, and therefore creates equity of opportunities for academic success.

All GHE students:

- e) respect the rights and views of others;
- f) treat others with fairness, respect and courtesy, without prejudice or discrimination;
- g) respect the privacy of others and the confidentiality of entrusted information;
- h) are committed to maintaining a learning environment that is free from any form of bullying, or racial, sexual or verbal harassment and sexual assault;
- i) value academic rigour and integrity;
- j) use social media responsibly;
- k) act in good faith and with honesty, integrity, transparency and impartiality; and
- l) respect GHE's facilities, resources and equipment; and use them in accordance with work, health and safety obligations.

Serious breaches of this Code will result in disciplinary action as per the relevant GHE policy and associated procedure including the Student Academic Integrity and Academic Misconduct Policy, the Student Non-Academic Conduct and Misconduct Policy and the Student Sexual Assault and Sexual Harassment Policy.

GHE will report all criminal acts committed by any member of the community to the police and / or other relevant authorities.

Key resources and policies	Covers
Student Non-Academic Conduct and Misconduct Policy Student Non-Academic Conduct and Misconduct Procedure	Expected standards of behaviour and how allegations of general (non-academic) misconduct are managed at GHE
Student Diversity and Equity Policy Student Diversity and Equity Procedure	The values that all students are expected to uphold as a member of a diverse community built on respect for all
Student Sexual Assault and Sexual Harassment Policy Student Sexual Assault and Sexual Harassment Procedure	What is sexual assault and harassment, where to go for help and how allegations are managed
Student Complaints, Grievances and Appeals Policy Student Complaints and Grievances Procedure Student Appeals Procedure	How to approach an issue when someone else's conduct is causing concerns for you

Intellectual Property and Copyright

Intellectual Property

As a student at GHE you own intellectual property (IP) created during your studies, unless you are employed by GHE, or where:

- a) your study project uses substantial GHE resources such as a piece of specialised equipment;
- b) you are using GHE-owned IP or IP owned by a GHE staff member;
- c) you receive project-specific funding from GHE or a third party such as an organisation you are undertaking project work with;
- d) use IP owned by a GHE staff member;
- e) you participate in a GHE-managed project.

In any of the circumstances outlined in a) to e) above you will be required to assign your IP over to GHE through completing a Deed of Assignment.

Copyright

Copyright law in Australia protects the rights of copyright creators and provides a framework for the appropriate use of other's intellectual property.

You will be provided with guidance on the lawful use of other's work by your teaching staff and staff in the Library and Learning Resources Centre (LLRC). Notices in the LLRC will also remind you about lawful limits on copying and using material.

Key resources and policies	Covers
Intellectual Property and Copyright Policy Intellectual Property and Copyright Procedure	Your rights and obligations as a GHE student in relation to IP and Copyright

Your financial rights and obligations

GHE has an obligation under the *Higher Education Standards Framework (Threshold Standards) 2021* and the *Education for Overseas Students Act 2000* to give students clear information about all fees and charges associated with your course and as much notice as possible when such fees and charges may be subject to change.

GHE will advise students of all course fees and charges and the timeframe in which these must be paid through letters of offer and on our website at www.globalhe.edu.au/fees

The specific arrangements for the payment of fees and charges, and the circumstances under which refunds will be paid are outlined in the *Student Fees, Charges and Refunds Policy* and its associated Procedure.

Key resources and policies	Covers
Student Fees, Charges and Refunds Policy Student Fees, Charges and Refunds Procedure	Calculation of fees, methods of payment, grounds for issuance of refunds and method of application, tuition protection arrangements, consequences of non-payment
Student Complaints, Grievances and Appeals Policy Student Complaints and Grievances Procedure Student Appeals Procedure	Procedures for making a complaint about the way in which a policy has been implemented or for appealing a decision which a student regards as unsatisfactory

Changes to your enrolment

GHE recognises that events can occur in a student's life that may make it difficult for them to continue studying as planned.

Such events may require you to vary your enrolment in your course, either by deferring your original offer of a place, changing your units/study mode or taking a break from your studies.

The GHE *Enrolment Policy* and its associated procedure outlines the conditions that apply when you need to vary your enrolment.

In all circumstances you need to be aware of the critical dates for applying to make a change to your enrolment. The most important date is the Census Date (refer www.globalhe.edu.au/dates) in each teaching period – changes to enrolment in your course after the Census Date could result in ineligibility for a refund on units that you are unable to complete.

International students

International students should be aware that there are specific conditions that apply to your enrolment and your ability to vary that enrolment under the conditions of your student visa.

Under the provisions of the [National Code 2018](#) a Leave of Absence for international students can only be approved under 'compassionate and/or compelling circumstances'. Examples of such circumstances and how these must be evidenced are outlined in the *Enrolment Policy* and its associated procedure. Similarly, there are specific conditions that apply to international students who wish to transfer from the course for which their visa was issued.

Students should consult the relevant policy or Student Services for more information.

Key resources and policies	Covers
Enrolment Policy Enrolment Procedure	Grounds and constraints on applications for leave of absence, what happens when you need to withdraw completely from your course or transfer to another course, and under what conditions GHE could exclude you from your course
Student Fees, Charges and Refunds Policy Student Fees, Charges and Refunds Procedure	Calculation of fees, methods of payment, grounds for issuance of refunds and method of application, tuition protection arrangements, consequences of non-payment
Student Complaints, Grievances and Appeals Policy Student Complaints and Grievances Procedure Student Appeals Procedure	Procedures for making a complaint about the way in which a policy has been implemented or for appealing a decision which you regard as unsatisfactory

Services and programs for students

GHE has a range of services designed to support you both personally and academically during your enrolment at GHE.

English language support

While all students need to meet the minimum English language requirements for entry to GHE courses, we recognise that students may still need support in this area to maximise their chances of success. Support with English language starts prior to enrolment with our Early Engagement Program and continues during your studies. Students can seek support from our English Language Support Services www.globalhe.edu.au/studentssupport who can arrange for appointments with dedicated English language teachers, attendance at academic workshops, or access to additional online resources.

Personal support

Students who are experiencing any personal difficulties at all can contact the Student Support Officer (SSO) SSO@globalhe.edu.au in the first instance. The SSO can help you clarify issues and identify avenues for resolution and support. If required, the SSO can also refer you to counselling or other specialist services. In some circumstances external services may charge students for their services.

Student Success Network

The GHE Student Success Network (SSN) is a staff-facilitated but student-led program of academic, social and cultural activities and initiatives. A number of initiatives are offered on an ongoing basis, while others are run to meet the immediate and changing needs and wants of students. Ongoing initiatives include peer-to-peer and mentor-to-students review sessions, and course-specific academic workshops.

For international students, trained academic support staff are available on a one-to-one or group basis to assist you with the skills needed for note taking, referencing, essay and report writing, paraphrasing, grammar, oral presentations, researching, time management and exam preparation and to provide continuing study assistance.

An ongoing social activities program runs throughout each semester and provides opportunities for you to enjoy a range of activities outside study. These include occasional weekends or one-day excursions to various locations in Adelaide and surrounding suburbs.

What does this mean for you?

As a GHE student you will have access to the following ongoing, largely on-demand services:

- peer-to-peer and mentor-to-students review sessions;
- intensive Classes for Language and Academic Support (ICLAS);
- program-specific academic workshops;
- welfare support and counselling.

Students with a disability

GHE is committed to ensuring that students with a disability have equal access and opportunities for success at GHE.

If you have a disability that you believe may affect your ability to participate in and successfully complete your studies, you are encouraged to identify yourself during the application process. The Student Support Officer and relevant Course Coordinator can assist in determining whether reasonable adjustments, such as modified equipment, adjusted teaching and assessment methods, or other special assistance, can be made to assist you in meeting the requirements of your course. Any adjustments that can be made are recorded in your individual Study Access Plan that is regularly reviewed to ensure it is meeting your needs.

Key resources and policies	Covers
English Language Proficiency Policy English Language Proficiency Procedure	Pre entry English language assessment and support, post enrolment support
Student Wellbeing, Orientation and Support Policy Student Wellbeing, Orientation and Support Procedure	Support programs prior to and during your course
Student Disability Policy Student Disability Procedure	The application and consultation process prior to enrolment, Study Access Plans and support during enrolment
Student Complaints, Grievances and Appeals Policy Student Complaints and Grievances Procedure Student Appeals Procedure	How to approach an issue when someone else's conduct is causing concerns for you

Your academic progress

All GHE students will be undertaking a new venture in their lives when they commence study at GHE whether that is undertaking postgraduate study for the first time or studying in Australia for the first time.

GHE will engage with every student individually prior to your arrival through the Early Engagement Program to help determine what additional support you may need in your first semester.

Each unit of study in our courses is designed to include formative assessment activities early in the semester so that you can receive early feedback and any knowledge or skill gaps can be identified and addressed.

The academic staff associated with your course are available at designated contact times (see your unit information on the LMS) to discuss any concerns or difficulties that you may have or you may approach members of the Personal Contact Team that you are assigned when you first enrol. Students can also gain from or give support to their peers through the Student Success Network.

While many resources are provided to support you academically and personally we do expect that students enrolled in our postgraduate courses will take responsibility for their own success in learning, which means taking the initiative to reach out and take advantage of the available resources and services when you recognise that you are having difficulty.

Progress difficulties

In addition to Early Engagement programs and other measures GHE will use a range of criteria to identify students who may be in need of additional support. These are outlined in the *Academic Progress Policy* and its associated Procedure but include criteria such as responses to the Getting Started Questionnaire, poor performance in early assessment tasks, failure to attend classes or to submit assessment.

Students identified as having difficulty at this early stage will be offered additional support. Where students continue to experience difficulty and fail to meet progress thresholds outlined in the *Academic Progress Policy* and its associated Procedure, they will be advised that they have been identified as not having met academic progress requirements and designated 'at-risk'. This designation will mean the implementation of special measures to support and monitor students' progress. Where students do not meet designated progress requirements at this stage they may be asked to 'show cause' as to why they should be allowed to continue in their course. In exceptional cases of unsatisfactory progress, students may be excluded from the course for a period of time. For international students this may affect their student visa.

Completion and qualifications

Students are eligible to graduate with their awards when they have met all the rules for course completion and meet a range of other criteria outlined in the Qualifications Issuance and Graduation Policy and its associated Procedure.

Students will be provided with their academic certification on graduation which will include a full academic transcript, an official GHE Testamur, and an Australian Higher Education Graduation Statement.

Important Information for International Students

GHE will undertake to inform students of the following:

- a) changes to student visa conditions as advised by the Department of Home Affairs (DHA).
- b) changes to the student's enrolment.
- c) breaches by students of student visa conditions relating to satisfactory academic progress.

The PRISMS (Provider Registration and International Student Management System) Administrator (the Registrar) has access to the functions in order to report student changes. Student course variations include:

- a) student failed to meet course requirements, including those outlined in the GHE *Academic Progress Policy* and its associated Procedure;

- b) student completed course early;
- c) student did not commence course;
- d) student course cancelled, but provider is still operating;
- e) student left provider (transferred to a course at another provider);
- f) student unable to start course (course suspended);
- g) student enrolled in another course (at the same provider);
- h) student Deferring/Postponing Studies;
- i) student Notified Cessation of Studies.

Changes to a student's course or breaches of visa conditions will be reported to DHA, via the PRISMS system located online at: <https://prisms.education.gov.au>.

If a student makes any other change to their course/enrolment as listed above, the following procedure applies. Once formally advised of changes by the student and confirmed by the Course Coordinator, the Registrar reports this through the PRISMS system. If a student changes his or her course or enrolls for another course with GHE a new Confirmation of Enrolment (COE) is issued. The student is advised to submit the new COE to DHA to advise them of the change of course. A new visa may need to be issued.

Key resources and policies	Covers
Academic Progress Policy Academic Progress Procedure	Academic progress requirements, support for academic progress and how lack of academic progress is managed
Student Wellbeing, Orientation and Support Policy Student Wellbeing, Orientation and Support Procedure	Support programs and services offered prior to and during your course
Assessment Policy Admissions Procedure	Design of assessment, student workloads, implementation of assessment, moderation, penalties for late submission, examinations, special consideration, requests for review, grading system
Qualifications Issuance and Graduation Policy Qualifications Issuance and Graduation Procedure	Types of academic certification and how they are issued, eligibility to graduate, arrangements for graduation

Feedback and complaints

There are various channels for students to provide feedback to GHE on their experiences. These include student representation on governing bodies or through the Student Representative Committee, and through the various student surveys that are administered at various stages during the course.

Where students are dissatisfied with an aspect of GHE's services, facilities or academic delivery they may lodge a complaint or grievance via the channels outlined on the GHE website or in the *Student Complaints, Grievances and Appeals Policy* and its related procedures.

For more serious concerns that may relate to the behaviour of a staff member at GHE students may lodge a grievance in writing to the *Manager, Quality and Compliance* at ManagerQualityCompliance@GlobalHE.edu.au

Where a student wishes to appeal the outcome of a complaint or a grievance, or any decision made by GHE in relation to them, they should seek information about internal and external appeals mechanisms via the *Student Appeals Procedure* that forms part of the *Student Complaints, Grievances and Appeals Policy* and its associated procedures.

In all cases, students are encouraged to first seek support from the Student Support Officer who can assist you to determine the best course of action.

GHE is committed to using data and information received via these various channels to identify and redress any systemic issues.

Key resources and policies	Covers
Student Complaints, Grievances and Appeals Policy Student Complaints and Grievances Procedure Student Appeals Procedure	Avenues for lodging and resolving a complaint, grievance or appeal

Key contacts and emergency details

The GHE campus is located at

L2, 127 Rundle Mall, Adelaide SA 5000

The email address for all general enquiries is:

info@GlobalHE.edu.au

Emergency assistance

Issue	Phone number
Police in a life-threatening emergency	000
Police for non-emergency assistance - all hours	131 444
Fire – emergencies	000
Ambulance – life threatening emergency	000
Sexual assault Sexual assault services	South Australia — Yarrow Place Rape and Sexual Assault Service (08) 8226 8777 or 1800 817 421 freecall 1800Respect - National Sexual Assault, Domestic Violence Counselling Service A national counselling helpline that offers information and support to anyone whose life has been impacted by sexual assault, domestic or family violence. The service is available 24 hours a day, 7 days a week. Phone: 1800 737 732.
Student Support Officer	Level 2 Room X, Phone:00000000
Local general practice medical service (Others are available)	Adelaide City General Practice Level 2/29 King William Street, Adelaide SA 5000
Nearest hospital	Royal Adelaide Hospital Emergency Department: Level 2C, Port Road, Adelaide 5000
Lifeline Crisis Support – all hours	131 114 or online chat: https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat

Key staff contacts

Position	Name / contact details
Chief Executive Officer	Name: E:
Academic Director	Name: E:
Course Coordinator (Master of Business Analytics)	Name: E:
Course Coordinator (Master of Information Technology)	Name: E:
Work-Integrated Learning Coordinator	Name: E:
Student Support Officer	Name: E:
Student Support Manager	Name: E:
English Language Support Services	Name: E:
Registrar	Name: E:
Operations Director	Name: E:
Head, Library and Learning Resources	Name: E:
Manager, Quality and Compliance	Name: E:
Accounts Manager	Name: E:
Accounts Officer	Name: E:
Technical-IT Manager	Name: E:
Helpdesk Team	Name: E:

Critical incidents

A critical incident is an event or series of events that require a significant response and ongoing management and that have the potential to severely damage or impact members of the GHE community.

If you are involved in, witness or become aware of a critical incident on campus contact the Operations Director or an accessible staff member as quickly as possible. When it is necessary that staff member will contact the appropriate Emergency Services as soon as possible and secure the area.

Key resources and policies	Covers
Critical Incident Policy Critical Incident Procedure	GHE procedures and responsibilities for preventing and managing critical incidents.

Associated information

Related Internal Documents	Academic Progress Policy Admissions Policy Assessment Policy Course Design Policy Enrolment Policy Quality Assurance Policy Student Academic Integrity and Academic Misconduct Policy Student Complaints, Grievances and Appeals Policy Student Disability Policy Student Diversity and Equity Policy Student Fees, Charges and Refunds Policy Student Non-Academic Conduct and Misconduct Policy Student Sexual Assault and Harassment Policy Student Wellbeing, Orientation and Support Policy Work-Integrated Learning Placement Policy Glossary of Terms
Related Legislation, Standards and Codes	<i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> <i>Disability Discrimination Act (1992)</i> <i>Disability Standards for Education 2005</i>
Date Approved	25 September 2020
Date of Effect	25 September 2020
Date of Review	Annually
Approval Authority	Board of Directors
Policy Custodian	Chief Executive Officer
PinPoint DocID	2988

Change history

Version Control	Version 3.0	
Change Summary	3-Nov-20	V1.0 Draft approved by Board of Directors subject to updates included in this version
	4-Nov-21	V2.0 Updated to 2023, major revisions as requested by Academic Board (AB) 7 May 2021 for noting by AB 12-Nov-21 and approved by BoD 10-Dec-21
	25-Jul-23	V3.0 Updated to 2024 including administrative updates following TEQSA registration approved by CEO 25-Jul-23.

Warning - Document uncontrolled when printed! The current version of this document is maintained on the GHE website at <https://www.globalhe.edu.au>